

## Job Description

**Position Title:** Systems Service Technician Level I

**Department:** Systems

**Reports to:** Systems Service Manager

**FLSA Status:** Non-Exempt/Fulltime

**Job Summary:** The Systems Technician Level 1 will be responsible for assisting the lead technician in a variety of job duties when required: installation, servicing, test/inspect of fire alarm systems and other life safety devices.

Great Opportunity with a solid company, that has great reputation for quality products and excellent installation and service.

Exhibit effective customer service skills, by consistently communicating with the operation manager and our customers to ensure complete customer satisfaction.

### **Rated One of the Greater Pittsburgh Top Workplaces 2021**

**Essential Duties and Responsibilities:** *The following list is intended to describe the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job. The employer reserves the right to change or assign other duties to this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.*

- Troubleshoot, repair, and perform tests and inspections on a variety of fire alarm and fire suppression systems
- Assist in all installations as required
- Perform required preventative maintenance on a variety of fire alarm systems
- Work directly with customer to resolve their problems
- Complete all necessary reports to comply with NFPA reporting and record keeping recommendations
- Must be available to work various hours as required by the customer needs
- Provide quotations to customer that resolve reported deficiencies
- Pick up and deliver materials as required
- Ensure job site cleanliness
- Maintain safe work environment by following standards and procedures, complying with codes
- Perform shop work, administrative duties as required
- Will be required to obtain the following within the first year of employment: NICET certifications and CDL w/hazardous endorsement (if eligible)
- Will be required to obtain multi-state certifications when applicable

#### **Job Requirements:**

- High School diploma or equivalent – trade school degree is a plus
- Knowledge of basic wiring and/or electrical construction knowledge
- Experience with electronic test equipment and trouble-shooting equipment
- Basic understanding of blueprints and wiring schematics
- Experience using hand/power tools

- Strong written and verbal communication skills
- Must be organized and detail-oriented
- Must be a team player
- Customer service experience
- Ability to work overtime and various hours when required
- Ability to adapt to change with little advance notification
- Must have clean driving record and reliable transportation

**Work Environment/Physical Requirements:**

- Work offsite at customer facilities – clean/unclean conditions, hot/cold environment
- Ability to lift 50+ pounds and maneuver 300-lb cylinders with proper tooling
- Ability to climb ladders and work from heights in a lift when needed
- Safety shoes, hard hats and other safety apparel may be required at certain sites
- Company uniforms provided and must be worn
- Some overnight travel may be required

**What We Offer:**

- Medical, dental, and vision benefits following 30 days of employment
- Paid PTO during your first year
- 7 paid holidays
- 401K plan with company-matched funds
- Company-paid life insurance, long term disability insurance
- Option to purchase supplemental benefits
- Possibility to get company vehicle when able to work independently
- Company mobile phone
- Outstanding career advancement opportunities and Competitive salary
- Referral program

**Direct Applicants Only -No Third-Party Recruiters-**

**For consideration:** Please click on the link below to complete our employment application and click on **Apply Now**.

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=50236&clientkey=F15F2B6AE408FA62D65B766AFFE84A88>

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